

DEPARTMENT OF ECONOMIC DEVELOPMENT

# *STATE BOARD REPORT*

DIVISION OF PROFESSIONAL REGISTRATION  
PUBLISHED BY THE MISSOURI BOARD OF EXAMINERS FOR  
HEARING INSTRUMENT SPECIALISTS

Volume 6, Issue 1

September 2003

## HEARING INSTRUMENT SPECIALISTS ISSUES OF CONCERN

The Board wants to be certain that its licensees are aware of the changes to its rules and regulations, as well as changes that will be occurring with regard to license renewals. On March 30, 2002, changes to 4 CSR 165-2.060 License Renewal became effective. The changes to 4 CSR 165-2.060 clarify the license renewal requirements and procedures. The rule also provides guidelines governing the method in which hearing instrument specialists report their continuing education hours and provides the Board with the authority to conduct an audit of licensees to verify compliance with continuing education requirements.

This will be the last year that licensees will renew their license on an annual basis. When you renew your license, that expires on December 31, 2004, you will receive a biennial license which will expire on December 31, 2006. The renewal fee for the biennial license is \$250.00. Licensees will still be required to submit with their renewal application, annual receipts of calibration of all audiometers and present satisfactory evidence that continuing education requirements have been completed. Effective January 1, 2004, guidelines regarding the attendance of educational programs for biennial license renewal will also be modified.

The biennial renewal will require licensees to demonstrate that they have attended a minimum of twenty-four (24) hours of approved educational hearing instrument programs during the current reporting period. The continuing education reporting period shall consist of a two-(2) year period. It shall begin on January 1 of even numbered years and end on December 31 of the following year.

Licensees will be required to maintain full and complete records of all approved continuing education

hours earned for the two-(2) previous reporting periods in addition to the current reporting period. The board will conduct an audit of licensees to verify compliance with the continuing education requirements. Disciplinary action can be taken against licensees not in compliance with the Board's rules and regulations.

If you should have any questions regarding the biennial renewal process or the continuing education requirements, please contact our office.

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**Governor**

The Honorable Bob Holden

**Department of Economic Development**

Joseph L. Driskill, Director

**Division of Professional Registration**

Marilyn Taylor Williams, Director

**BOARD OF EXAMINERS FOR HEARING  
INSTRUMENT SPECIALISTS**

**BOARD MEMBERS**

Charlotte Connell, Chairperson, Independence, MO  
Dennis M. Cory, Member, Joplin, MO  
J. Scott George, Member, Mt. Vernon, MO  
J. Mark Goffinet, Member, Boonville, MO  
Carol Bergmann, Member, Ballwin, MO  
Lois Reine, Public Member, Jefferson City, MO

**BOARD STAFF**

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This is an official publication of the Division of Professional Registration. Submit articles to: BEHIS, P.O. Box 1335, Jefferson City, MO 65102.

## CHAIR'S REPORT

On behalf of the Board, I would like to take this opportunity to welcome our newly appointed member, Lois Reine of Jefferson City, Missouri. Mrs. Reine has been appointed as the public member for the Board. I would also like to welcome Amity Riner. Amity has been hired as the Board's Administrative Assistant. The Board looks forward to working with Mrs. Reine and Ms. Riner as its newest additions.

I would also like to thank Stanley Thawley, M.D. for his hard work and dedication to the Board. Dr. Thawley served as a member of the Missouri Board of Examiners for Hearing Instrument Specialists from February 4, 1999 to March 7, 2003. He was a great asset to the Board and his presence and wealth of knowledge will be greatly missed.

The Board has made the following changes to its rules: 4 CSR 165-2.010 Hearing Instrument Specialist in Training (Temporary Permits) clarifies the time limit in which an individual may hold a temporary permit. 4 CSR 165-2.030 Licensure by Examination allows the board to prohibit the use of any particular equipment containing memory storage by an applicant when testing for the practical examination, to ensure the integrity of the practical portion of the examination and to ensure that an applicant's abilities are adequately tested. Also changes to 4 CSR 165-2.060 License Renewal removes the requirement of the licensee to submit a company certificate when reactivating a non-current license.

As always, we encourage licensees with questions to call the Board office for guidance. If questions are on complex issues, we might recommend requesting, in writing, an advisory opinion from the Board. Our hope is to make it as easy as possible for licensees to comply with Board Statutes and Regulations.



*Charlotte Connell,  
Board Chairperson*

## EXECUTIVE DIRECTOR'S REPORT



*Dana Hoelscher,  
Executive Director*

In March 2003, the Board conducted its first continuing education audit. The random audit included 10% of the total number of licensed hearing instrument specialists (44) and all board members. Licensees were notified by mail that they had been randomly selected for the continuing education audit and were requested to provide documentation that verified compliance with the continuing education requirements, which included a copy of the continuing education certificate.

The audit has been completed, all responses to the Board's audit have been received and no violations have been noted. The Board, however, had several instances of certificates being submitted that did not indicate the organization who sponsored the course or if the course was automatically approved by NIHIS, AAA or ASHA. Please make certain that the certificates obtained include the sponsoring organization, the name of the course, date, place and hours of attendance. If the course is NIHIS, AAA, or ASHA approved it should indicate such on the certificate.

Please be advised that the Board's rule requires that every licensee maintain full and complete records of all approved continuing education hours earned for the two (2) previous reporting periods in addition to the current reporting period. It is very important that the licensee maintain all continuing education documents and certificates obtained.

## DIVISION DIRECTOR'S REPORT



*Marilyn Taylor  
Williams,  
Division Director*

It is no secret that the State is in a financial crisis. Governor Holden has worked diligently to see that essential state services are funded for children and our most vulnerable citizens. The good news, however, is that the Governor's budget included a pay increase of \$600 for all state workers making \$40,000 or less. This increase will be effective July 1. In addition, the Division of Professional is fortunate to be funded through professional licensing fees that are deposited into dedicated funds. The Division, therefore, does not have to rely on general revenue funds for its operation. Our budget was approved as submitted in House Bill 7.

House Bill 600, which was signed into law with an emergency clause making this legislation effective July 1, 2003, affects all licensees within the Division of Professional Registration. Effective July 1, 2003, all persons and business entities applying for or renewing a professional license with the Division of Professional Registration are required to have paid all Missouri income taxes, and also are required to have filed all necessary state income tax returns for the preceding three years. If licensees have failed to pay their taxes or have failed to file their tax returns, their licenses will be subject to immediate revocation within 90 days of being notified by the Missouri Department of Revenue of any delinquency or failure to file. This requirement was enacted in House Bill 600 of the 92nd General Assembly (2003), and was signed into law on July 1st by the Governor. My Administrative Staff and the Division's Management Information System staff are working with the Department of Revenue and the Attorney General's Office to establish the necessary procedures for implementing this bill.

Finally, my Administrative Staff along with the Division's Management Information System staff have been working toward making online renewal a reality. We have just awarded the credit card contract and are hoping to start pilot boards renewing online this fall.

Yours truly,

A handwritten signature in cursive script, appearing to read "Marilyn Taylor Williams".

Marilyn Taylor Williams  
Division Director

## DISCIPLINARY ACTIONS TAKEN BY THE BOARD

The Board has taken disciplinary action against the hearing instrument specialist license of Deborah Overby for engaging in the unlicensed practice of fitting hearing instruments. In October 2002, a Board inspector contacted Ms. Overby at a mobile testing unit. Ms. Overby was engaged in the practice of hearing aid fitting and dispensing without a Missouri Hearing Instrument Specialist license. Soon after, the Board received Ms. Overby's application for a Missouri Hearing Instrument Specialist license by endorsement. Ms. Overby is a licensed audiologist and was licensed as such during all relevant times.

As an alternate to refusing to issue a license, a license subject to probation may be issued. Ms. Overby was issued a probated hearing instrument specialist license in lieu of denying her application for a hearing instrument specialist license.

Ms. Overby's license was placed on Probation for a period of one year effective January 24, 2003. Ms. Overby must comply with all the terms and conditions of the ORDER granting her a probated hearing instrument specialist license.

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The Board has also taken disciplinary action against the hearing instrument specialist license of Laura Ortmann for engaging in the unlicensed practice of fitting hearing instruments. In November 2002, the Board was notified that Ms. Ortmann was practicing as a hearing aid fitter and dealer since March of 2001. While employed at Jefferson Memorial Hospital, Ms. Ortmann engaged in the practice of fitting hearing instruments in that she performed hearing evaluations and sold and dispensed hearing aids. During the period of March 2001 to November 2002, Ms. Ortmann did not hold a hearing instrument specialist license and was not entitled to engage in the practice of fitting hearing instruments. In October 2002, the Board received Ms. Ortmann's application for a hearing instrument specialist license by endorsement. Ms. Ortmann is a licensed audiologist and was licensed as such during all relevant times.

As an alternative to refusing to issue a license, a license subject to probation may be issued. Ms. Ortmann was issued a probated hearing instrument specialist license in lieu of denying her application for a hearing instrument specialist license.

Ms. Ortmann's license was placed on Probation for a period of one year effective March 5, 2003. Ms. Ortmann must comply with all the terms and conditions of the ORDER granting her a probated hearing instrument specialist license.



## AUDIOLOGISTS - DISPENSING HEARING INSTRUMENTS

This article is intended to provide audiologists and hearing instrument specialists with information regarding the requirements for a separate hearing instrument specialist license to practice the fitting of hearing instruments. Recently, the Board of Examiners for Hearing Instrument Specialists have disciplined two audiologists for the practice of fitting hearing instruments without a hearing instrument specialist license. The Board wants to make sure that all audiologists and hearing instrument specialists are aware that audiologists are required to have a separate license to fit hearing instruments.

Section 346.010 (11) defines the "practice of fitting hearing instruments" as the selection, adaptation, and sale of hearing instruments, including the testing and evaluation of hearing by means of an audiometer and the making of impressions for earmolds. If a hearing instrument specialist is allowing an individual to practice the fitting of hearing instruments without a license or a temporary permit, the hearing instrument specialist's license may be subject to disciplinary action. Therefore, if an individual is engaging in the practice of fitting hearing instruments please make certain that the individual has a license to do so and that the rules and regulations are adhered to. Also, if an individual completing their clinical fellowship is fitting and/or dispensing hearing instruments a temporary permit and/or full license must be obtained.

If you have any questions regarding the practice of fitting hearing instruments or the requirements for licensure as a hearing instrument specialist, please contact the Board's office.

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## NEW MEMBER APPOINTED



*Lois Reine*

**Lois Reine** has been appointed to serve on the Board of Examiners for Hearing Instrument Specialists, as the public member. She replaces Nonaresa Montgomery.

Mrs. Reine retired in 1999 from Senator Harold L. Caskey's office, in which she worked as an Executive Secretary from 1984-1999. Prior to her employment with Senator Caskey, she was the Executive Secretary for Lieutenant Governor Kenneth J. Rothman from 1980-1984, and Executive Secretary for Speaker of the House Kenneth J. Rothman and as a Legislative Aide for Representative David Rowling and Representative Fred DeField from 1966-1970.

Mrs. Reine is married to Willard Reine, they have two daughters and three grandchildren. Mrs. Reine is involved in civic and church activities.

Mrs. Reine's term as member of the Board of Examiners for Hearing Instrument Specialist expires January 11, 2004.



## **CONTENTS OF PURCHASE AGREEMENTS**

Recently, the Board has reviewed several complaints and has determined that the purchase agreements do not meet the standards of Section 346.020, RSMo. The Board would like to remind its licensees that according to Section 346.020, RSMo any person who engages in the practice of fitting hearing instruments shall deliver to each person supplied with a hearing instrument a completed purchase agreement which shall include the licensee's signature, business address and the licensee's license number, together with specifications as to the make, model and serial number of the hearing instrument furnished. The terms of the sale shall be clearly stated in the purchase agreement using ordinary English language and terminology which is easily understood by the purchaser. The purchase agreement shall include, at a minimum, the exact amount of any down payment, the length of any trial period provided, the amount of any charges or service fees connected with any trial period and any right of the purchaser to return the hearing instrument. If no right exists to return the hearing instruments, the seller shall specify such in writing in the agreement. If a hearing instrument which is not new is sold, the purchase agreement and the container thereof shall be clearly marked as "used", "recased" or "reconditioned", whichever is applicable, with terms of guarantee, if any.

Also, if a hearing instrument is remanufactured or assembled by someone other than the manufacturer of the component parts, the purchase agreement shall contain the name of the manufacturer of the component parts and the assembler or reassembler of such hearing instrument.

The Board asks that your purchase agreements be reviewed to determine if the standards of Section 346.020, RSMo have been met.

## **TEMPORARY PERMIT HOLDERS AND SUPERVISORS**

The Board wishes to remind temporary permit holders and supervisors that if a temporary permit holder has not obtained full licensure prior to the expiration of their temporary permit, the temporary permit holder may apply for one six-month extension, provided that the application for an extension and the \$75.00 fee is received in the Board office prior to the expiration date that appears on the certificate. A request for an extension can only be considered if it is received prior to the date that the temporary permit expires.

Also, prior to licensure or upon the termination of a temporary permit, either by it expiring or the termination of the working relationship, the Attestation of Supervision form must be completed and returned to the Board office.

It is the responsibility of both the temporary permit holder and the supervisor to comply with all sections of 4 CSR 165-2.010. Many temporary permit holders terminate their relationship with a supervisor and neither the temporary permit holder nor the supervisor notify the Board of the change.

## STATE BOARD REPORT

### **New Licensees July 1, 2002 to June 30, 2003**

Sarah Barber	Sarah Hickey	Laura Ortmann	Jennifer Stedman
Julie Berron	Coldore Hopper, IV	Deborah Overby	James Stobaugh
Stacy Blackington	Elizabeth Knopf	Stephanie Palatt	Sallie Vanderhoof
Dick Clay	Robert Koehn	Nicole Peck	Bary Williams
Kristi Cavaness	Elizabeth Kohl	Diana Perry	Janean Woods
Adrienne Davis	Jaime Lanois	Sandra Prentiss	
Kimberly Devenport	Bernard Libel	Krissa Reiser	
Jessica Dwyer	Insook Lun	Aaron Schroeder	
Laura Fehrmann	Robert Mangual	Kristy Shanabarger	
Rhonda Fleenor	Jonathan Matchell	Michael Shirrell	
Brian Handy	Gary McClung	Kathleen Sinks	
Rita Harmon	Cynthia Modrosic	Valerie Sonneveldt	

### **New Temporary Permit Holders July 1, 2002 to June 30, 2003**

Jay Bassett	Charles Dowd	Melody McKenzie	Theodore Tschida
Cheri Beard	Margaret Gall	Wade O'Neal	Elizabeth Walkmaster
Marc Bergstrom	Brenda George	Diana Perry	David Willhite
Patricia Bergstrom	Maria Guillen	Thomas Robertson	
Bill Boles	Amy Hooten	Jerome Rogers	
Janette Call	Marla Knutson	Edward Sabatini	
Toni Campbell	Jonathan Matchell	Billie Sorensen	
Shari Cook	Gary McClung	Randall States	

### **RECENTLY REGISTERED SUPERVISORS July 1, 2002 to June 30, 2003**

Steven R. Flanagan	Karen R. Lamb	Mark W. States	J L Warren
Floyd W. Hansett	Joseph Najjar	Richard P. Tibbils	

### **END OF YEAR REPORT - FISCAL YEAR 2003**

#### **Board activities as they relate to the hearing instrument specialist profession - 7/1/02 to 6/30/03**

Total Number of Licenses - 448  
New Licenses Issued - 41  
By Examination - 12  
By Endorsement - 29  
Temporary Permits Issued - 27  
Registration of Supervision  
Certificates Issued - 7

Licenses Renewed - 420  
Licenses Not Renewed for 2003 - 40

#### **COMPLAINTS**

Official Complaints Received - 11  
Investigations Conducted - 2  
Disciplinary Actions Taken - 2

## SEMINARS FOR CEU CREDITS

The Board of Examiners for Hearing Instrument Specialists must approve continuing education courses before a licensee can use the hours from attending a continuing education course for renewal of a license. The Board has tried to make the continuing education approval process easy for its licensees and through its rule 4 CSR 165-2.050(1)(A), have established programs that are automatically approved. This means the automatically approved sponsors are not required to receive prior Board approval. 4 CSR 165-2.050(1)(A) states that the Board will automatically approve continuing education programs that are approved by the following organizations: 1) International Hearing Society (IHS); 2) American Speech and Hearing Association (ASHA); and 3) American Academy of Audiology (AAA). However, any group or individual that wishes to sponsor an educational program to meet the standard for license renewal that is not approved by the organizations listed in subsection (1)(A) shall submit the required documentation not less than thirty (30) days prior to the presentation of the program. Licensees may subject their license to disciplinary action for reporting continuing education hours that have not been approved by the Board.

The following represents continuing education courses, which have been approved for 2003.

DATE	SPONSOR	PROGRAM NAME	HRS	LOCATION	CONTACT
1/10/03	Children's Mercy Hospital	Audiology Education Meeting	2	Kansas City, MO	Denise Miller, Ph.D (816) 234-3677
2/5/03	Washington University	Cochlear Implants: An update on patient performance and the latest technology	1	St. Louis, MO	Lauren Storr (314) 454-2551
2/7/03	Sonus	Sonus Solution: The Patient-Centered Approach	6	Miami, FL	Sally Oakes (888) 333-9152
2/7-8/03	St. Francis Medical Center	The 15th Annual Hearing Aid Seminar	12	Cape Girardeau, MO	Mary Underwood (573) 331-3000
2/8-9/03	Gallaudet Univ. Extension	ASL Intralingual Skills for Interpreters	12	Overland Park, KS	Dee Harryman (913) 469-3872
3/5/03	Central Institute for the Deaf	Suprathreshold Hearing Disorder: Case Studies	1	St. Louis, MO	Lauren Storr (314) 454-2551
3/11/03	Kansas City Society of Audiology	Digital Hearing Aid Design: Fact vs. Fantasy	1.5	Kansas City, MO	Joey Coleman (816) 234-3677
3/21-22/03	Kansas Hearing Aid Society	Kansas Continuing Education Seminar	12	Topeka, KS	M. Day Kaufmann (785) 266-4833
3/28-29/03	Nebraska Hearing Society	Spring Seminar 2003	12	Lincoln, NE	Amy Svoboda
4/2/03	Washington University	New Approaches to Verify Hearing Aid Performance	1	St. Louis, MO	Lauren Storr (314) 454-2551
5/7/03	Washington University	Optimizing Auditory Benefit for Individuals with Severe/Profound Hearing Loss	1	St. Louis, MO	Lauren Storr (314) 454-2551
6/4/03	Central Institute for the Deaf	Early Intervention: What Happens After the Diagnosis	1	St. Louis, MO	Lauren Storr (314) 454-2551
6/12-15/03	Academy of Rehab. Audiology	2003 Summer Institute	14	Kerrville, TX	Susan Binzer (314) 362-7245
7/2/03	Washington University	Missouri TAP Services and Certification	1	St. Louis, MO	Lauren Storr (314) 454-2551
6/1/03-9/30/03	Arizona School of Health Sciences	Doctor of Audiology	12	Mesa, AZ	Tabitha Parent-Buck (602) 589-1048
2/1/04 -3/31/04	Arizona School of Health Sciences	Doctor of Audiology	6	Mesa, AZ	Tabitha Parent-Buck (602)589-1048
	Ozarks Community Technical College	Beginning Sign Language	16	Springfield, MO	Matt Ritter (417) 895-7000
7/15/03	Kansas City Society of Audiology	Bone Anchored Hearing Aids	1.5	Kansas City, MO	Joey Coleman (816) 234-3677



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## SEMINARS FOR CEU CREDITS (Continued)

DATE	SPONSOR	PROGRAM NAME	HRS	LOCATION	CONTACT
8/16/03	Washington University	Assistive Device for the Hearing Impaired	1	St. Louis, MO	Lauren Storr (314) 454-2551
8/18-22/03	House Ear Institute	2003 Conference on Implantable Auditory Prostheses	27	Pacific Grove, CA	Dr. Mario Svirsky (317) 274-7543
8/20/03	Oticon	Technology vs. Benefits	3	Kansas City, MO	Mindy Serratelli (732) 560-1220
8/25/03	Oticon	Technology vs. Benefits	3	St. Louis, MO	Mindy Serratelli (732) 560-1220

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## APPLICATION FEE TO BE CHARGED

The Board would like to notify its licensees that beginning January 1, 2004, all applicants for a hearing instrument specialist license will be required to submit an application fee of \$150.00.

Section 346.045, RSMo, states, "The division shall license each qualified applicant, without discrimination, who passes an examination as provided in this chapter and upon the applicant's payment of the examination fee and the license fee, shall issue to the applicant a license." The Board's regulation 4 CSR 165-1.020 establishes fees and states that a Hearing Instrument Specialist Application fee is \$150.00.

Effective January 1, 2004, any person wishing to be licensed by examination must submit an application with the application fee as well as the examination fee. This applies to every person applying for licensure by examination, even if a temporary permit was previously issued. Any person wishing to be licensed by endorsement must submit an application with the application fee.

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## 2003 CALENDAR OF EVENTS

### DECEMBER

December 5 - Board Meeting in Jefferson City, MO at the Division of Professional Registration

December 6 - Practical Examination in Jefferson City, MO at the Division of Professional Registration

December 12 - Written Examination in Jefferson City, MO at the Division of Professional Registration



**STATE BOARD REPORT**

Missouri Board of Examiners for  
Hearing Instrument Specialists  
3605 Missouri Boulevard  
PO Box 1335  
Jefferson City MO 65102

PRSTD STD  
U.S. POSTAGE  
**PAID**  
PERMIT NO. 237  
Jefferson City MO

**ADDRESS CHANGE**

There seems to be a recurring problem with licensees not notifying the Board office of changes in their mailing address. According to the Board's rule 4 CSR 165-2.060, a licensees must notify the Board of every change in their address(es) within fifteen (15) working days.

By not keeping your mailing address current you will not receive mailings with important licensure information, which includes your license renewal.

You may notify the office of any address change by faxing written notification to (573) 526-3856 or by mailing written notification to P.O. Box 1335, Jefferson City, MO 65102.